



Retired and Annuitant Pay Operations

Defense Finance and Accounting Service

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Agenda



- ▶ Mission Statement
- ▶ Current Initiatives/Improvements
- ▶ Managing Your Account through myPay
- ▶ Self Service at www.dfas.mil
- ▶ Pre-Planning
- ▶ Life Changing Events
- ▶ Paid Up SBP
- ▶ Casualty Assistance
- ▶ PII Protection
- ▶ Contact Information



Mission Statement



To provide timely and accurate pay and related services to military retirees and annuitants with integrity, innovation and excellence in customer service.



Since the last time we met...



- ▶ We have achieved a great deal since the last time we met
- ▶ We have expanded our area of communications by partnering with the services to add more frequent news and updates to your service publications
- ▶ We are continuing a move to self service and reinforcing a series of tools and communications vehicles, from our forms page, to our website, to our Facebook presence
- ▶ We are continuing to increase automation and decrease our processing time





- We are working to improve our communications with you

- Integrating our communications planning
 - ✓ What does this mean for you?
 - ✓ We are
 - Partnering more closely with your Branches of Service
 - ✓ We are partnering more closely with your RSOs
 - Providing quarterly training and updates directly from R&A





- ▶ We are improving self service
 - ✓ Additional Fast Forms
 - ✓ Start or Stop an Allotment-Must Be EFT
 - ✓ Change of Address/State Tax Withholding Authorization
 - ✓ Designation of Beneficiary Information

- ▶ This is a faster and more efficient way of sending information to Retired and Annuitant Pay
 - ✓ Faster than calling
 - ✓ Faster than mailing



Managing Your Account Through myPay

www.dfas.mil

- View and print 1099R (NEW 5 Year History)
- Change federal or state tax
- Change direct deposit
- Change home address
- Start, stop or change EFT allotments
- Beneficiary for Arrears

- You must have a password to access myPay
 - To get a password you must contact myPay
 - By phone at 1-888-332-7411, Option 5
 - Online at <https://mypay.dfas.mil>



Managing Your Account Through myPay

www.dfas.mil

- CRSC Pay Statement
- View or print account statement (RAS)
- Turn off/on hard Copy of Annual RAS
- Verification of Pay Letter



➤ EMAIL ADDRESS-WE NEED YOUR EMAIL ADDRESS

Sending more Smartdocs

Sending your R&A Pay news letters



Managing Your Account Through myPay

► Getting set up in myPay

- ✓ Your key tool to manage your retired pay

► Using myPay can help you

- ✓ Protect your retired pay account against fraud
- ✓ Audit your account
- ✓ Keep your account updated about life changing events



Managing Your Account Through myPay



Information as of September 30, 2014

Total Population		Custom Passwords	Population %
DOE Civilians	11,571	11,571	100.0%
BBG	1,730	1,667	96.4%
EPA	17,684	16,597	93.9%
DOD Civilians	827,566	757,760	91.6%
VA Civilians	390,532	333,976	85.6%
Active Military	2,322,507	1,915,158	82.5%
Retired Military	2,483,307	1,091,431	44.0%
Annuitants	335,246	25,627	7.6%



Self Service Initiatives – Your Feedback is Important!



- **myPay's improved capabilities**
 - 1099R History (Current year plus 5)
 - Ability to view, stop and change most Allotments such as Insurance and Mortgage payments
 - Arrears of Pay Beneficiary Election Changes

- **Please share your email address with us**
 - Increased communications from Retired and Annuitant Pay

- **Use the web to help expedite your services**
 - www.DFAS.mil/retiredmilitary
 - Fast Forms
 - Forms download
 - FAQs

- **Go Green with myPay**
 - <https://mypay.dfas.mil/mypay>
 - 1099R
 - Address changes
 - RAS



Current Initiatives – Improving our Communications



- **Retired and Annuitant Pay Website**
 - ✓ We are working on improvements for you
 - ✓ Planning for Retirement
 - ✓ Improved information for the grey area
 - ✓ Improved SBP information
 - ✓ Best ways to work with us
- **Smart Doc Newsletters**
 - ✓ Quarterly Newsletters sent to all retirees
 - ✓ Who are on myPay
 - ✓ Whose email address on file
- **Improved Website Usability**
 - ✓ More clear and consistent messaging
 - ✓ Adding “How To” videos
- **Retirees Outreach at Retire Appreciation Days**



Take the following steps now to help prepare your spouse or next of kin upon the event of your death.

- **Please ensure the following:**

- Beneficiary information is updated by completing the Designation of Beneficiary Form when changes occur
- SBP Information is updated when changes occur
- Your beneficiaries know which federal agencies to notify (Veterans Administration, Social Security Administration, etc.,)
- Insurance/other important papers are kept where they can easily be found





- ▶ Life changing events include birth, death, divorce, etc. They result in changes in status and require action on your part...
- ▶ You must notify Retired and Annuitant Pay Operations
 - Send a copy of the birth/death certificate, divorce decree
 - Send a brief letter that includes
 - Your name
 - Your SSN
 - The reason for the letter
 - Your signature and the date
- ▶ If you no longer have an eligible beneficiary
 - SBP coverage and premiums are suspended
- ▶ Timely notification is a must



- ▶ Coverage is considered fully paid up for those...
 - With 360 months of paid coverage and
 - Age 70
 - After both requirements
 - Coverage continues at no cost to you





- Upon death
 - Member's retired pay stops
 - The primary beneficiary is entitled to pay up to the date of death
- Keep Your Personal Information Current
- Ensure your Beneficiary and SBP information is up to date, especially if one of the following occurs:
 - Divorce
 - Spouse pre-deceases member
 - Remarriage
- Ensure your correspondence address is up to date
- Failure to notify DFAS of updates could result in
 - Delayed payments
 - Delayed annuity start



- You are your best personnel manager
 - Not only large corporations are having their data hacked
 - No Longer allowing retirees to change Direct Deposit through the Call Center
- Make sure you know who has access to your personal information
 - DFAS does NOT call you for any information
 - Starting to see an increase in the number of retirees who are getting their bank accounts hacked
- MyPay is the safest way to protect you and your retired pay





- ▶ U.S. Military Retired Pay
P.O. Box 7130
London, KY 40742-7130
FAX: 1-800-469-6559

- ▶ U.S. Military Annuitant Pay
P.O. Box 7131
London, KY 40742-7131
FAX: 1-800-982-8459

- Clearly print your name
- Include SSN
- Signature



Our Commitment To You...



*For the freedom we enjoy, our thanks
go to the men and women
who've served our country.*

*We look forward to serving our
military retirees and their families.*

